



Patient Portal User's Agreement

Welcome to the Southside Pediatrics Patient Portal. The portal enables our parents/guardians to access their child's health information and communicate with the staff easily, safely and securely via the internet.

Child's Name: please print _____ **DOB** _____

To Get Started:

- (1) Please talk with the receptionist; we can web-enable your child's account here in the office.
- (2) Please provide a secure email address. The patient portal can only be accessed with a valid email address. Your username and password will be emailed to you.
- (3) When you first sign in, you will be required to consent to the practice privacy agreement and set up security questions. Please do not share this information.
- (4) Be sure to keep your username and password in a secure location. You will have 7 failed attempts to enter your username/password until your password will timeout and it will need to be reset. Your password can only be reset during regular business hours. The after-hours and weekend on-call provider **does not** have the capability to reset passwords.
- (5) **Do Not** use the patient portal for requesting same day appointments, please call the office directly to make same day appointment requests.
- (6) Please call the office directly to talk with a nurse for all Urgent and Emergent concerns. The patient portal is not for addressing Urgent Health Concerns or Emergency Health situations.

_____ Date _____

Please Sign

Email address: